



111 QUESTIONS FOR MOTOR VEHICLES COMMISSIONER NOMINEE

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THE DEPARTMENT OF MOTOR VEHICLES (DMV) COMMISSIONER (CGS §§ 14-3, 14-4)

- Enforces motor vehicle laws;
- Oversees the department's operations, contracts for services, hires consultants, and holds hearings;
- Issues drivers' licenses, commercial drivers' licenses, non-driver photo identification cards, motor vehicle registrations, motor vehicle titles, and other documents relating to licensing drivers and registering motor vehicles;
- Keeps operator license and vehicle registration records and conducts administrative hearings relating to license and registration suspensions or revocations and DMV-licensed businesses;
- Licenses and regulates various motor vehicle related businesses, such as dealers, repairers, recyclers, wreckers, manufacturers, automobile clubs, and driving schools;
- Administers registration-based enforcement systems relating to uninsured drivers, unpaid municipal property taxes, and unpaid municipal parking tickets;
- Administers the Connecticut motor vehicle exhaust emissions inspection program;
- Operates the Motor Carrier Safety Assistance Program (truck weight and safety inspections and carrier follow-up), and conducts safety inspections of school buses, public service vehicles, totaled and rebuilt vehicles, and certain other vehicles; and

- Implements state responsibilities regarding numerous federal mandates and interstate agreements on commercial vehicles, licenses, exchange of driver information, and other matters.

QUESTIONS

1. DMV's transition to the new computer system last summer caused customer wait times to triple. The move to the new system also caused a number of problems with incorrect vehicle listings. The delays and errors caused widespread discontent with DMV. What has DMV done so far to address these problems, and what can it do in the future, to restore customer confidence? What lessons has DMV learned from this experience that it can use to prevent future problems?
2. Are you satisfied overall with how the switch to the new system is going? What improvements have you seen? Has the private vendor with whom DMV is working cooperated with the department? With the benefit of hindsight, is there anything about the contract with the vendor you would have done differently?
3. One of the benefits of the new system is the ability for customers to transact business on-line, thereby reducing the need to visit DMV in person. How effective has DMV been in persuading people to conduct their business on-line? What can the department do to increase the number of people taking advantage of the on-line capabilities? What obstacles does the department face in persuading people to take advantage of these capabilities?
4. Besides fixing problems with the computer system and improving it, what else can DMV do to improve customer service and reduce wait times?
5. When can customers expect to see a significant improvement in DMV wait times and service?
6. The problems plaguing the department have led a number of legislators to support privatizing DMV or at least out-sourcing some of its services. How do you respond to those initiatives? Are there functions DMV could privatize that could reduce costs without compromising quality?
7. Does DMV have the staff it needs to achieve its goals?
8. What impact, if any, has the "Drive Only" license process had on DMV wait times? How has the number of Drive Only applicants compared to the number DMV anticipated? How has DMV responded to the heavier demand? Given the other demands on the department, do you have the staff you need to respond in a timely fashion?

9. In recent years, the legislature has shortened license suspension penalties for people charged with driving under the influence, but required more of those drivers to drive only cars equipped with ignition interlocks. How is this ignition interlock program working? What impact has it had on DUI arrests? Does DMV have sufficient resources to administer the program?
10. The ignition interlock program impacts motorists driving under the influence of alcohol. What, if anything, can DMV do to address the problem of motorists driving under the influence of drugs?
11. What can DMV do to prepare for the eventual advent of autonomous vehicles on state roads?
12. Connecticut's population is aging. What is DMV doing to ensure that this population can continue to drive safely?
13. What is the department doing to educate drivers about the dangers of texting while driving?
14. Several years ago, DMV ended its two-part registration renewal program as a cost-saving measure. Some legislators would like DMV to return to that system, saying the new system has proved confusing to some vehicle owners. What is your opinion?
15. Besides improving customer service, what are your top priorities as DMV's new commissioner?

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